



Accessible Customer Service Procedure

SUBJECT: Ensuring the Availability of Accessibility Devices

This Procedure supports:

POLICY: Accessibility Policy #3012

OBJECTIVE: Employee Training

ISSUED BY: Brian Kayes, Accessibility Coordinator

DEVELOPED BY: Accessibility Working Group

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REVISED BY: New

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The following procedure outlines the steps City employees are to follow to ensure that accessibility devices are functioning as intended. When this is not the case that there is:

- A method of informing customers as soon as possible;
- A system of providing alternate accommodations; and
- A process for correcting the deficiency in a timely manner.

An Accessibility Device is anything that is put in place to remove a barrier; this includes, elevators, automatic door openers, large print signs, braille signs, ramps, and electronic devices.

The Building Maintenance Department will:

- Maintain a list of all accessibility devices;
- Manage a preventative maintenance program for these devices;
- Arrange for, or perform, any needed repairs; and
- Maintain records of inspections and repairs on City Works.

City of Brandon Employees will implement the notification process when they become aware of an out-of-service accessibility device by contacting:

- The Enquiry Line at 204-729-2186; or
- Email: acs@brandon.ca

Records Centre Employees will:

- Log the report on City Works
- Email (using email group DL Accessible) information to:
 - Building Maintenance to initiate repairs and site signage,
 - **Communications Officer** to post a public announcement and to Tweet and post on Facebook (IT Service Desk to cover in event of Communication Officer absence) and
 - Transit to proactively manage **Handi-transit** service.

Building Maintenance employees will:

- Initiate repairs or arrange for repair services.
- If receiving the out-of-service notice directly, notify the Records Centre to log the incident and fan out information.

Facility Accessibility Response Team will:

- Install signs “Out-of-Order” signs with the name of device that is not functioning as well as the name and contact information of the person who can provide alternate arrangements. These signs will be displayed:
 - Install signs in the vicinity of the non-functioning device;
 - At all entrances; and
 - In the parking lot for that location.
- When repaired, remove all signs and email Accessibility group to remove the website messages and update Twitter, Facebook and Transit.
- Report all occurrences to the Accessibility Coordinator for inclusion in the City’s Accessibility Report.

Departments will ensure:

- An Accessibility Response Team is designated and trained for each facility providing public customer service
- Employee training includes device-specific information and the alternate procedures to be followed when an accessibility device is not functioning in their area.
- Device operating instructions and alternate procedures are maintained on the Q Drive under Accessibility.

Human Resources will ensure orientation training includes this procedure for Ensuring Availability of Accessibility Devices.